GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:2912
ANSWERED ON:02.08.2017
Non-receipt of Speed Post
Singh Shri Bharat

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether complaints have been received by the Government regarding non-receipt of Speed Post Courier by the recipients across the country especially in Kolkata;

(b) if so, the details thereof including the number of such cases reported during each of the last three years and the current year; and

(c) the action taken by the Government in this regard?

Answer

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) & (b) Yes Madam, the Government has received a few complaints regarding non-receipt of Speed Post articles by the recipients across the country including Kolkata viz a viz the Speed Post traffic, as indicated below:-
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S. No. Traffic (Booking) of Speed Post Articles (in Crores) Complaints on non receipt of Speed Post articles -
Across the country %age Complaints on non receipt of Speed Post articles
across the country to traffic of Speed Post articles Complaints on non receipt of Speed Post articles -
In Kolkata
2014-15 39.87 1,07,029 0.026 % 13
2015-16 41.43 1,48,091 0.035 % 24
2016-17 46.31 1,36,011 0.029 % 186
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For non receipt of Speed Post articles to the recipients, in the current financial year, till June 2017, the Government has received 38,296 complaints across the country and 6 in Kolkata respectively.

The reasons for non-receipt of Speed Post articles to the recipients are:

â€¢ wrong / incomplete address,
â€¢ incorrect PIN Code
â€¢ change in address

(c) In order to improve the functioning of Speed Post service, the Government has taken the following steps:-

â€¢ Online track and trace system for Speed Post has been strengthened. Complete end to end status of an article can be tracked on the website of the Department of Posts (www.indiapost.gov.in) by entering 13 digits Bar Code number generated at the time of booking of Speed Post articles.
â€¢ Tracking of Speed Post articles through an Android based mobile app "Post Info" has been put in place.
â€¢ Android based mobiles have been provided to postmen for delivery through postman mobile app to capture delivery in real time.
â€¢ The facility of Short Messaging Service (SMS) is also being offered for giving the delivery status of an article.
â€¢ Uploading of delivery data of speed post proactively on the speed net portal enables the customer to obtain delivery information.
â€¢ Popularizing usage of PIN Code.
â€¢ Departmental vehicles have been equipped with Geo Positioning System (GPS) for monitoring movement on real time basis.
â€¢ Nodal Mechanized Delivery Centres for delivery of parcels including Speed Post have been established.
â€¢ Continuous monitoring of delivery of Speed Post articles is carried out at various levels like Circle, Region and Division.
â€¢ For any failure on the part of individuals or system, necessary remedial and punitive action is taken.

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